Vernon College
Assessment Activity/Report Communication Form
2015-2016

Title: Library Survey of Online Students   **Date of completion:** November 2015

Please circle or highlight: <mark>Assessment Activity</mark>   Report   Both

Highlights of data:

A link to the survey was emailed and posted as a general announcement within Blackboard. Instructors were also asked to post a link to the survey within their Blackboard course shells.

A total of 110 surveys were processed.

Data in red indicates 2014 data for comparison purposes.

	Yes		No		Unaware of service availability	
1. Were you able to access databases off campus with no technical problems or interruptions?	82%	73%	5%	5%	13%	22%
2. Were you able to locate the articles needed by searching the databases?	82%	73%	3%	6%	15%	20%
3. Were you able to locate the books needed by searching the online catalog?	93%	86%	7%	14%		
4. Online students may request books from the main library in Vernon. If requests were submitted, did you receive the book/s within a reasonable amount of time?	48%	47%	3%	3%	48%	51%
5. Were you pleased with the library assistance you received online via email or live chat?	63%	65%	5%	3%	32%	33%
6. Did any of the online courses you are taking require library resources or research?	80%	73%	20%	27%		
7. Did you receive information on library services?	76%	68%	24%	32%		
8. The library website offers convenient access to library resources and services.	98%	95%	2%	5%		

Use of data:

Online students are surveyed during the Fall Semester to determine student satisfaction with distance learning library services. The results are then used for planning, policy making, and improvement.

Data indicates a percentage increase in the number of students able to access databases off campus (1) and to locate articles and books needed for their research (2, 3).

Also, there was an increase in awareness for off campus options and article databases.

    ∗   Posted on Vernon College website to be shared with SSBTN and College Effectiveness Committees as well as Vernon College constituents.

However, a high percentage of students are unaware of online assistance and of the ability to request books from the main collection in Vernon.   Both services are essential in providing equitable services for online learners.

The primary means for notifying all students of library services include:
- A flyer emailed to all students at the start of each semester.
- The Student Handbook of Library Services posted online via the library homepage.
- Other efforts for promoting library services have included the following:
    -- The animated orientation to library services is currently being shown during Chap Express sessions.   The orientation was also posted on Facebook, emailed to all students, and posted as a general announcement within Blackboard.
    --An information kiosk was developed and setup at STC and CCC.

Future initiatives will include the following:
- Request that print flyer be distributed during New Student Orientations to supplement the library information (web address and hours) included in the New Student Orientation Booklet.
- Update library information included in the booklet distributed during Chap Express sessions.
- Reevaluate arrangement of left menu links on homepage to ensure convenient access to services.
- As per the recommendation of the Library Committee, setup an information table during GenTex day.

How associated to Student Success?

Library resources and services support student research in all programs and disciplines. Student feedback assist the library in meeting the needs and expectations of the students served. Survey data also provides an impetus for continuous improvement on the quality and effectiveness of the resources and services offered.

Where the report can be found: A hard copy of the data is placed in the assessment notebook in the Wright Library. A copy may be requested at the circulation/information desk. A copy will also be emailed upon request.

Submitted by: Marian Grona   **Date:**   December 3, 2015
                (Responsible Party)

Received by Office of Quality Enhancement: 2/5/2016
                                                        (Date)

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Presented to SSBTN Committee*:

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(Date)

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